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STATEMENT UNDER 37 CFR 3.73(b)Applicant/Patent Owner: CUSTOMERSAT.COM, INC.Application No./Patent No.: 6,892,347Filed/Issue Date: May 10, 2005

Entitled: TECHNIQUES FOR MONITORING USER ACTIVITIES AT A WEB SITE AND FOR INITIATING AN ACTION

CUSTOMERSAT.COM, INC.a corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

1. the assignee of the entire right, title, and interest; or
2. an assignee of less than the entire right, title, and interest

The extent (by percentage) of its ownership interest is %

in the patent application/patent identified above by virtue of either:

A. An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel 012011, Frame 0555, or for which a copy thereof is attached.

OR

B. A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as shown below:

1. From: _____ To: _____

The document was recorded in the United States Patent and Trademark Office at
Reel _____, Frame _____, or for which a copy thereof is attached.

2. From: _____ To: _____

The document was recorded in the United States Patent and Trademark Office at
Reel _____, Frame _____, or for which a copy thereof is attached.

3. From: _____ To: _____

The document was recorded in the United States Patent and Trademark Office at
Reel _____, Frame _____, or for which a copy thereof is attached. Additional documents in the chain of title are listed on a supplemental sheet.

As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, if the assignment is to be recorded in the records of the USPTO.
See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

May 7, 2009

Signature

Date

Heather M. Colburn

206-757-8021

Printed or Typed Name

Telephone Number

AttorneyTitle

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

ASSIGNMENT OF PATENT APPLICATION

JOINT

WHEREAS, Scott L. Williams, of 1760 Dolores Street, San Francisco, California 94110, John D. Chisholm, of 140 Sand Hill Circle, Menlo Park, California 94025, hereinafter referred to as "Assignors," are the inventors of the invention described and set forth in the below-identified application for United States Letters Patent:

Title of Invention: **TECHNIQUES FOR MONITORING USER ACTIVITIES
AT A WEB SITE AND FOR INITIATING AN ACTION
WHEN THE USER EXITS FROM THE WEB SITE**

Date(s) of execution of Declaration: **August 25, 2000 and September 11, 2000**

Filing Date: **Herewith**

Application No.: _____; and

WHEREAS, CustomerSat.com, Inc., a corporation of the state of Delaware, located at 140 Sand Hill Circle, Menlo Park, California, 94025, hereinafter referred to as "ASSIGNEE," is desirous of acquiring an interest in the invention and application and in any U.S. Letters Patent and Registrations which may be granted on the same;

For good and valuable consideration, receipt of which is hereby acknowledged by Assignors, Assignors have assigned, and by these presents do assign to Assignee all right, title and interest in and to the invention and application and to all foreign counterparts (including patent, utility model and industrial designs), and in and to any Letters Patent and Registrations which may hereafter be granted on the same in the United States and all countries throughout the world, and to claim the priority from the application as provided by the Paris Convention. The right, title and interest is to be held and enjoyed by Assignee and Assignee's successors and assigns as fully and exclusively as it would have been held and enjoyed by Assignors had this Assignment not been made, for the full term of any Letters Patent and Registrations which may be granted thereon, or of any division, renewal, continuation in whole or in part, substitution, conversion, reissue, prolongation or extension thereof.

Assignors further agree that they will, without charge to Assignee, but at Assignee's expense, (a) cooperate with Assignee in the prosecution of U.S. Patent applications and foreign counterparts on the invention and any improvements, (b) execute, verify, acknowledge and deliver all such further papers, including patent applications and instruments of transfer, and (c) perform such other acts as Assignee lawfully may request to obtain or maintain Letters Patent and Registrations for the invention and improvements in any and all countries, and to vest title thereto in Assignee, or Assignee's successors and assigns.

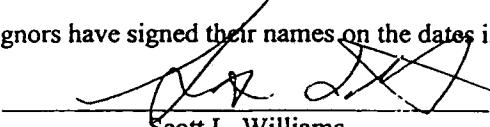
Assignors hereby authorize and request Townsend and Townsend and Crew LLP, Two Embarcadero Center, 8th Floor, San Francisco, California 94111-3834, to insert herein above the application number and filing date of said application when known.

COPY

Assignment
Attorney Docket No.: 19852-000110US
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IN TESTIMONY WHEREOF, Assignors have signed their names on the dates indicated.

Dated: 9/11/00


Scott L. Williams

WITNESSES:

Dated: _____

Name: _____

Dated: _____

Name: _____

COPY

Assignment
Attorney Docket No.: 19852-000110US
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Dated: 8/25/00

John D. Chisholm
John D. Chisholm

WITNESSES:

Dated: 8-25-00

Gary A. Carter
Name: Gary A. Carter

Dated: 8-25-00

Lance R. Williams
Name: Lance R. Williams

COPY